

ALBERTA FIRST NATIONS TELEHEALTH

TROUBLESHOOTING!

They
Can't
Hear You



1

Unmute your
Microphone

2

Their volumes may
be low

You Can't
Hear
Them



1

Your volumes
may be low

2

They need to unmute
their microphone

They
Can't See
You



1

Open Your
Shutter

2

Are you in the
camera view?

You Can't
See
Them



1

They need to
open their

2

Are they in the
camera view?

They
Can't See
or Hear
You



1

Are you sure you're
connected?

2

Are they on the
proper TV input?

You Can't
See or
Hear
Them



1

Are you sure you're
connected?

2

Are you on the
proper TV input?

ALBERTA FIRST NATIONS TELEHEALTH

Is that not helping?



If the troubleshooting tips in these documents have not solved your problem, or you would rather talk it over with somebody, please call:

The Alberta Region FNIH Telehealth Team
1-888-999-3356

And for non-urgent Telehealth/videoconference questions, you can also email us at
videoc@hc-sc.gc.ca

CONNECTED...INFORMED...HEALTHIER

videoc@hc-sc.gc.ca

firstnationsTH.ca

780-495-3504